

### **Abstract of the Invention**

A method of operating a retail system which includes a plurality of self-service checkout terminals, a first remote supervisor terminal, and a second remote supervisor terminal includes the step of operating the first remote supervisor terminal such that the first remote supervisor terminal monitors operation of each of the plurality of self-service checkout terminals during a first period of time. The method also includes the step of maintaining the second remote supervisor terminal in an idle mode of operation such that the second remote supervisor terminal does not monitor operation of any of the plurality of self-service checkout terminals during the first period of time. Yet further, the method includes the step of operating the first remote supervisor terminal such that the first remote supervisor terminal monitors operation of a first group of the plurality of self-service checkout terminals during a second period of time. In addition, the method includes the step of operating the second remote supervisor terminal such that the second remote supervisor terminal monitors operation of a second group of the plurality of self-service checkout terminals during the second period of time. A self-service retail system is also disclosed.